

To all external CM/ECF users:

The Bankruptcy Court for the Northern District of New York will be making some changes in response to an increase in the volume of calls received by the CM/ECF Help Desk.

A second Help Desk has been established in Utica, NY. Effective Monday, Oct. 4, you will have access to

the **Utica CM/ECF Help Desk at (315) 266-1118**
in addition to the **Albany CM/ECF Help Desk at (518) 257-1616**.

Calls relating to specific cases and proceedings should be directed to the court to which the case or proceeding has been assigned.

General procedural questions and problems with access, screen selections or error messages may be directed to the closest Help Desk location.

Both telephone numbers will now appear on the CM/ECF start page.

The following categories of calls should not be directed to the CM/ECF Help Desk:

PACER related questions and issues relating to Adobe Acrobat and viewing PDF documents should be directed to the Pacer Service Center at (800) 676-6856 or pacer@psc.uscourts.gov

Problems with third-party bankruptcy programs should be directed to your software vendor and connection issues should be directed to your Internet service provider in the first instance.

Calls regarding training classes should be directed to Dina Ventura at (315) 266-1109 for classes held in Utica and Tom Zdanowicz at (518) 257-1618 for classes held in Albany.

Thank you for your continued patience and cooperation.